



Office of the Health Ombudsman

The Office of the Health Ombudsman is Queensland's health service complaints agency. We are an independent statutory authority and the one place you should go if you have a complaint about a health service provider in Queensland.

Our vision

To be the cornerstone of a transparent, accountable and fair system for effectively and quickly dealing with complaints and other healthcare matters in Queensland.

Our values

- We believe the health and safety of the public are paramount.
- We act independently, impartially and in the public interest.
- We treat people fairly and equitably.
- We respond to complaints in a timely manner. If we cannot assist, we will explain why and, if possible, suggest other options.
- We produce timely and high quality work.
- We develop our capability and use innovative processes to improve our service.

Our commitment

We are committed to providing high quality complaints handling, dispute resolution, conciliation and investigation services in Queensland. In doing so, we will act fairly, impartially and independently; making well-informed decisions and providing accurate advice to complainants, health service providers and other stakeholders.

Our role

- Protect the health and safety of the public.
- Promote professional, safe and competent practice by health practitioners.
- Promote high standards of service delivery by health service organisations.
- Maintain public confidence in the management of health complaints and other matters relating to the provision of health services.

Our functions

- Receive and investigate complaints about health services and health service providers, including registered and unregistered health practitioners.
- Decide what action to take in relation to those complaints and, in certain instances, take immediate action to protect the safety of the public.
- Monitor the health, conduct and performance functions of the Australian Health Practitioner Regulation Agency and national health practitioner boards.
- Provide information about minimising and resolving health service complaints.
- Report publicly on the performance of our functions.

Further information

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